

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: HELP! [REDACTED] will miss her flight! Need to rebook something-YTNVUR [Incident: 161216-000617]
Date: Thu, 15 Dec 2016 19:18:44 +0000

yes please

On Dec 15, 2016, at 2:18 PM, Natalia Molotkova <[REDACTED]> wrote:

US Centurion Banner

Nothing tonight, all flights have lay over somewhere over night, should I check tomorrow morning?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon, Wed 9a-4p, 530p-7p
Tue, Thur, Fri 9a - 530p EST

ok, lets see what else is out there with better connection...

On Dec 15, 2016, at 2:11 PM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED], all flights tonight, later then original, are with lay over night somewhere...

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon, Wed 9a-4p, 530p-7p
Tue, Thur, Fri 9a - 530p EST

Yes, me too, looking at the price, finding another flight...

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon, Wed 9a-4p, 530p-7p
Tue, Thur, Fri 9a - 530p EST

that is one lousy layover! I didn't realize..I was looking at the price! was this the best option?

On Dec 15, 2016, at 1:45 PM, Natalia Molotkova <[REDACTED]> wrote:

super...thank you!

On Dec 15, 2016, at 1:51 PM, Natalia Molotkova <[REDACTED]> wrote:

Ticket is issued, her record locator with Air Lingus is 2CMSUN. Email on its way.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon, Wed 9a-4p, 530p-7p
Tue, Thur, Fri 9a - 530p EST

ok ..thanks so much

On Dec 15, 2016, at 1:45 PM, Natalia Molotkova <[REDACTED]> wrote:

Ok, original ticket is non refundable (Norwegian Air, value of \$393.26 is lost).

New ticket is non refundable, change fee is 100.00EUR per direction, ticket is on its way.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon, Wed 9a-4p, 530p-7p
Tue, Thur, Fri 9a - 530p EST

Issuing ticket..

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon, Wed 9a-4p, 530p-7p
Tue, Thur, Fri 9a - 530p EST

ok do it please!

On Dec 15, 2016, at 1:30 PM, Natalia Molotkova <[REDACTED]> wrote:

Nothing with NORWEGIAN AIR.

I can book her at Air Lingus via Dublin

1 EI 529 M 15DEC Q CDG DUB 0920P 1005P
1 EI 105 K 16DEC F DUB JFK 1050A 0140P

TOTAL FARE - USD 765.06

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon, Wed 9a-4p, 530p-7p
Tue, Thur, Fri 9a - 530p EST

ok thank you!

On Dec 15, 2016, at 1:28 PM, Natalia Molotkova <[REDACTED]> wrote:

Sorry, was at lunch, looking..

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon, Wed 9a-4p, 530p-7p
Tue, Thur, Fri 9a - 530p EST

Hi Natasha...[REDACTED] is going to miss this flight we have her on...is there a later flight she can take? she says due to traffic and a cab driver that didnt know where he was going, she can no longer check in and take this flight...Please let me know! thanks

Begin forwarded message:

From: "American Express Travel" <[REDACTED]>
Subject: Itinerary INCL TICKETNO for [REDACTED]/[REDACTED] 15DEC16 YTNVUR
Date: December 10, 2016 at 9:03:03 PM EST
To: [REDACTED]

DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at 1-[REDACTED].

If airline tickets are purchased for this itinerary:
Airline Baggage Fee/Rules may apply and can be accessed by visiting:
[REDACTED]

Your travel arrangements are outlined below in the email. Please refer to the PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details and add link to your bookmarked favorites for easy access in the future:

[View your Digital Itinerary](#)

American Express Travel YTNVUR
Record Locator

E-Ticket Number(s)

■■■■/W Ticket DY 3287929978256-10DEC

■■■■/W Ticket UA 0167929978257-10DEC

Thursday 15 Dec 16

Other Information

CITIZENS OF CHINA MUST CARRY A VALID PASSPORT

Flight Information

Date 15 Dec 2016
Airline **Norwegian Air Shuttle**
Airline Record Locator YDVFEX
Flight/Class **DY 7019** M Economy Class
Origin Paris, Charles De Gaulle
Destination New York, John F Kennedy International
Departing 07:35 PM
Arriving 10:00 PM
Departure Terminal Terminal 1
Arrival Terminal Terminal 1
Estimated Time 8 Hrs 25 Mins
Stops Non-stop
Seats 13J

Confirmed

Saturday 17 Dec 16

Flight Information

Date 17 Dec 2016
Airline **United Airlines**
Airline Record Locator E4VD11
Flight/Class **UA 936** Q Economy Class
Origin Newark, Newark Liberty International
Destination San Francisco, San Francisco International
Departing 07:05 PM
Arriving 10:39 PM
Departure Terminal Terminal C
Arrival Terminal Terminal 3
Estimated Time 6 Hrs 34 Mins
Stops Non-stop
Seats 35F

Confirmed

Sunday 18 Dec 16

Flight Information

Date	18 Dec 2016
Airline	United Airlines
Airline Record Locator	E4VD11
Flight/Class	UA 888 Q Economy Class
Origin	San Francisco, San Francisco International
Destination	Beijing, Capital Intl
Departing	11:00 AM
Arriving	03:30 PM / 19 Dec 2016
Departure Terminal	Terminal International
Arrival Terminal	Terminal 3
Estimated Time	12 Hrs 30 Mins
Stops	Non-stop
Seats	52K

Confirmed

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See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment:

If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.

[REDACTED]

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